



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

COORDINATOR, EMERGENCY MEDICAL SERVICES

Class No. 002382

■ CLASSIFICATION PURPOSE

To plan, coordinate, implement, and monitor a program within the Public Health Services (PHS); and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This class is found in the Health and Human Services Agency Public Health Services and reports to the Public Health Assistant Deputy Director or Public Health Chief. Under general direction, incumbents are responsible for one of four programs: Disaster Medical Planning and Response, EMS Communications Systems, Prehospital and Trauma Systems, or Public Health Preparedness and Response.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

DISASTER MEDICAL PLANNING AND RESPONSE OPTION:

Essential Functions:

1. Conducts the medical component of disaster training exercises in response to potential plane crashes, nuclear reactor meltdowns, terrorism events and earthquakes.
2. Ensures compliance to specified annexes of the County Disaster Plan and ensures that there are adequate human and equipment resources available to evacuate victims and transport them to appropriate facilities during a state of major disaster.
3. Convenes meetings for the purpose of disaster planning with area hospitals, fire chiefs, disaster preparedness staff, public health staff and related agencies.
4. Prepares and maintains a current plan for the mobilization of emergency medical resources to assess physical and human damage during a state of disaster.
5. Prepares medical disaster related studies and reports for State and local officials.
6. Maintains the appropriate emergency medical disaster policies and procedures.
7. Designs, negotiates, coordinates and updates interagency working agreements related to medical mutual aid during disasters.
8. Develops, justifies, and monitors disaster related budgets.
9. Maintains an effective liaison between the local health officer, local planning groups, and State and Federal representatives.
10. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

EMS COMMUNICATIONS SYSTEMS OPTION:

Essential Functions:

1. Manages the Emergency Medical Services (EMS) integrated communications systems, including the Quality Assurance Network (QA Net) to ensure that the capability for a multi-tier EMS communications system exists in San Diego County.

2. Integrates additional systems as needed to enhance data collection and communication support.
3. Develops specific goals and objectives for the needs assessment, procurement, installation, monitoring, funding and replacement of County owned EMS communication equipment in trauma hospitals, base hospitals, and public and private ambulances.
4. Maintains an effective working relationship with the Regional Communications System Division and County Information Technology contractor for the effective maintenance of the EMS Communications system.
5. Prepares County EMS communication plans in response to regional population growth and future needs.
6. Approves the purchase and coordinates the installation of all EMS communication equipment.
7. Develops and maintains an EMS communications equipment budget.
8. Manages the processing of EMS prehospital patient care reports and forms.
9. Routinely reviews processes utilized for assessing accuracy and efficiency.
10. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

PREHOSPITAL AND TRAUMA SYSTEMS OPTION:

Essential Functions:

1. Plans, organizes, and directs the prehospital and trauma systems.
2. Analyzes and evaluates the effectiveness of the trauma and prehospital EMS programs.
3. Directs EMS Quality Improvement Programs by providing guidance to and collaborating with system participants to plan, develop, and establish standards of patient care, system policies, procedures and protocols.
4. Evaluates quality improvement activities of base hospitals, trauma centers and prehospital agencies.
5. Plans and directs the collection and evaluation of prehospital and trauma statistical data.
6. Develops standards for evaluating existing and proposed system policies.
7. Ensures contract compliance of all trauma centers, base hospitals and provider agencies.
8. Acts as the County's Ambulance Permit Officer by enforcing the County Ambulance Ordinance.
9. Directs and participates in the design of research, investigation and analysis of prehospital and trauma care activities.
10. Directs the design and implementation of research projects, including actively seeking grant funding.
11. Publishes articles related to EMS.
12. Participates in the planning, implementation, and evaluation of the overall emergency medical services system plan.
13. Prepares periodic, recurring reports for hospitals agencies, the Director, HHSA, the Board of Supervisors, and the California Emergency Medical Services Authority.
14. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

PUBLIC HEALTH PREPAREDNESS & RESPONSE OPTION:

Essential Functions:

1. Plans, coordinates, implements, and monitors emergency services programs, plans, or related activities for Public Health Services (PHS) Division.
2. Develops and maintains training curriculum on effective provision of emergency service during major disasters, specifically response and recovery efforts. Provides training exercises to disaster service workers, public health nurses, and other HHSA staff who may be involved in providing emergency services.
3. Prepares feasibility, fiscal, and maintenance studies or plans for County-owned PHS communication equipment. Assists in the development and maintenance of integrated PHS communication systems.

4. Establishes and implements written response and recovery service standards for Public Health staff. Maintains emergency medical disaster policies and procedures.
5. Monitors compliance of emergency disaster services with annexes of the County Disaster Plan, Medi-Cal, and other local, state, federal standards.
6. Develops, implements, and maintains quality improvement programs and related activities for Public Health Nursing such as the Quality Management Plan, Annual Quality Improvement Work Plan. Ensures proper identification, evaluation, or resolution of problem areas within Public Health Nursing.
7. Supervises staff which includes hiring, training, work review, performance evaluation, and other related supervisory duties.
8. Prepares medical disaster related studies and reports for State and local officials, hospital agencies, HHSA Director, regions, and the Board of Supervisors. Maintains and compiles quality improvement-related records.
9. Maintains an effective liaison between the local health officer, local planning groups, State and Federal representatives.
10. Contributes to improvement of PHS Nursing service by providing higher level management with information on best practices and future trends in public health service.
11. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Principles, practices, and statutory mandates related to the development of an emergency medical services system, including State Health and Safety Code Sections 1797 and 1799.
- Methods of organizing, planning, and implementing an integrated system of emergency medical care.
- Quality improvement program design, implementation, and evaluation.
- Emergency medical practices including current research and trends.
- Principles of organizational development.
- Health issues and programs, public health, and medical assistance programs.
- Principles of effective public relations.
- Statistical analysis as it relates to an emergency medical services system.
- Medical terminology.
- Principles of contract administration.
- The General Management System in principle and practice.
- County customer service objectives and strategies.

Skills and Abilities to:

- Apply principles involved in the development and functioning of an emergency medical services system.
- Work effectively with community groups and advisory committees.
- Communicate effectively orally and in writing.
- Interact with physicians, hospital administrators, and other health care professionals as well as with ambulance agencies, public service agencies, teaching institutions, and the public.
- Supervise employees including Quality Assurance Specialists, Emergency Medical Services Specialists and student workers.
- Prepare comprehensive reports and plans.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. Possession of a bachelor's degree from an accredited college or university with a major in Nursing, Health Sciences or Public Administration, AND two years of professional administrative experience in planning, implementing and monitoring an EMS program; OR

2. Three years of professional administrative experience in planning, implementing and monitoring an emergency medical services program which could include experience as an administrator in a public or private ambulance service, hospital emergency department manager or EMS agency coordinator.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Constant sitting and use of both hands for simple grasping. Frequent use of hands for fine manipulation. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, climbing, kneeling, pushing and pulling with both hands, reaching above and below shoulder level, and lifting and carrying up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens. Employees will be required to travel to locations within the County. Employees may be occasionally required to travel and walk outdoors in rugged terrain. Employees may be exposed to areas that are affected by disasters or emergencies, or other areas that are considered unpredictable and uncertain. Employees may be exposed to varying weather conditions. Employees may be required to work outside of normal business hours when responding to emergencies and disasters, and may be required to work on an on-call basis during evenings, weekends, and holidays.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: June 25, 1982
Revised: February 20, 2003
Reviewed: Spring 2003
Revised: June 15, 2004
Revised: March 21, 2005
Revised: March 17, 2006 (Added 4th Option)